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Compendium of basic United Nations terminology in governance and public administration

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Summary

At its sixth session, the Committee of Experts on Public Administration expressed appreciation to the Chair and the members of the working group on basic United Nations terminology in governance and public administration for its preliminary report and for proposing options for developing a glossary, its nature, structure and content, as well as an annex containing some of the terms to be included. It also welcomed the support of the Terminology and Reference Section of the Department for General Assembly and Conference Management, stating that the glossary was a very important initiative which would remain the legacy of the Committee and could be completed before the expiration of its mandate in 2009.

The Committee agreed that, with the support of the Secretariat, it would finalize the list of terms to be presented at its forthcoming session, which would serve as a basis for subsequent work. Working with various United Nations offices, the Secretariat checked the preliminary list presented by the working group at the fifth session of the Committee against terms commonly used in United Nations official documents and resolutions. This paper also offers a framework for discussion on how to proceed in defining the selected terms in the glossary by providing internationally recognized definitions for three commonly used terms, i.e., e-government, globalization and governance.

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I. Introduction

1. At its sixth session, the Committee of Experts on Public Administration expressed appreciation to the Chair and the members of the working group on United Nations terminology in governance and public administration for its preliminary report and for proposing options for developing a glossary,[1] its nature, structure and content, as well as providing an annex containing some of the terms to be included. It also welcomed the support of the Terminology and Reference Section of the Department for General Assembly and Conference Management, stating that the glossary was a very important initiative which would remain the legacy of the Committee.

2. The working group was established during the fifth session of the Committee, under the chairmanship of Mario P. Chiti. Its mandate is to prepare a glossary of basic terminology used in the United Nations, to be presented and approved before the mandate of the Committee expires in 2009. Subsequently, a technical publication containing the glossary will be issued by the Secretariat.

II. Character and scope of the glossary and phasing of work

3. The character and scope of the glossary proposed in the working group's preliminary report were discussed at the Committee's sixth session. The Chair argued that, while attempts made by other institutions at such a glossary had been mostly of a linguistic or technical character, the initiative by the Committee had a conceptual approach.[2]

4. The working group proposed that the glossary be included in a United Nations publication, of a non-binding legal nature, aimed at providing the Member States and all other interested parties with a common definition of the basic terms and concepts used in United Nations documents on governance and public administration. There are two uses for such a glossary: to improve the clarity of the intergovernmental deliberations of the United Nations itself; and to assist Member States to better implement United Nations resolutions (E/C.16/2007/4, para. 7).

5. It was proposed that the glossary start with the definition of terms mostly "used in (a) United Nations documents and (b) in the international arena. To be practical, the Chair suggested that the first draft of the glossary be in English. The glossary could be an official United Nations document and 'open', as it was a work in progress, subject to periodical revisions, enlargements and permanent review of its contents. The work would be carried out by the members of the Committee with the support of the Department of Economic and Social Affairs and with linkages to other institutions working in similar areas".[3]

6. Committee members concurred that the challenge of producing such a glossary made it important to start small and build on success. The task should be continuous, and the glossary should proceed gradually from the most widely used

[1] A glossary is a list of terms in a particular domain of knowledge with the definitions for those terms. A compendium is a concise yet comprehensive compilation of a body of knowledge.

[2] *Official Records of the Economic and Social Council, 2007, Supplement No. 24* (E/2007/44), chap. III, para. 35.

[3] Ibid., para. 36.

terms, contested or accepted by all. While acknowledging the diversity, it was also important to keep a certain degree of homogeneity and use the glossary as a bridge between cultures.[4]

7. It was also agreed that while English should be used at the start, concepts as understood in other languages could be developed and eventually even enrich the English language itself. The Committee welcomed the initial translation of the glossary to the other five United Nations languages, with the option of translating it into as many languages as possible at a later stage. For the purpose of cross-fertilization, it would be important to include concepts that did not just originate from the Anglo-Saxon culture, but also from African and Asian concepts and from the French language.[5]

8. Finally, the Committee agreed that the working group should:

(a) Continue its work;

(b) Collaborate with the Terminology and Reference Section and other external bodies, such as the International Institute of Administrative Sciences and other offices of the United Nations that are involved in similar work and those that were in a position to provide support to the working group, such as the International Annual Meeting on Computer-Assisted Translation and Terminology;

(c) Select model C,[6] which combined the advantage of simplicity with additional reference materials;

(d) Be pragmatic and start small.[7]

Model C featured a shortened definition and links to other terms, augmented by reference materials posted on the website of the Department of Economic and Social Affairs.

III. Process for proposing terms for inclusion in the glossary

9. According to the plan proposed, the Committee would have an ample list of terms on governance and public administration by the end of 2007, arrived at through the contribution of the working group members (and of the Committee itself, at its sixth session) and Secretariat staff. Such a list of terms will be the basis of the working group proceedings in the following year, to be discussed at the seventh session of the Committee (E/C.16/2007/4, para. 18).

10. Based on the working group recommendation to finalize the list of suggested terms for the glossary before the seventh session of the Committee and to check them against the list of terms commonly used in official documents and resolutions in the United Nations (E/C.16/2007/4, para. 17), the Secretariat contacted other relevant offices in the United Nations for assistance with such a list.

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[4] Ibid., para. 39.

[5] Ibid., para. 4.

[6] The Chair of the working group on terminology proposed three models at the fifth session of the Committee of Experts (see E/C.16/2007/4).

[7] *Official Records of the Economic and Social Council, 2007, Supplement No. 24* (E/2007/44), chap. III, para. 42.

11. After consulting the Terminology and Reference Section[8] of the Department for General Assembly and Conference Management, the Secretariat was advised that there was no list that identifies the most frequently used terms in the field of governance and public administration, although many of those terms may be found in the United Nations multilingual terminology database entitled UNTERM (http://unterm.un.org). This database, the product of the Terminology and Reference Section, contains more than 80,000 entries in the six official languages, compiled over more than three decades by staff members working with several different database systems. It serves as a core resource for translators, editors and verbatim reporters, and is also used by Department of Public Information staff and author departments. It contains cross-references and provides a list of related concepts for each term that is used in official United Nations documents. This database can be very useful to identify cross references; links to relevant websites; background information and the translation of most commonly used terms in the six official United Nations languages.

12. Since extensive research was required to produce the aforementioned list, the Secretariat also consulted the online thesaurus[9] of the United Nations Bibliographical Information System (http://lib-thesaurus.un.org, also accessible through http://www.un.org/documents/) created by the Dag Hammarskjöld Library, Department of Public Information. The thesaurus is multidisciplinary in scope, reflecting the wide-ranging concerns of the Organization. It contains the terminology used in subject analysis of documents and other materials relevant to United Nations programmes and activities (over 7,000 preferred terms). UNTERM is used as the subject authority of the United Nations Bibliographical Information System (http://unbisnet.un.org/) and has been incorporated as the subject lexicon of the United Nations Official Document System. The terms included are meant to reflect matters of importance and interest to the United Nations accurately, clearly, concisely and with a sufficient degree of specificity. Through its structure, the thesaurus displays relationships which generally establish the context of a given term. Under the main category "public administration", 49 terms related to public administration came up. There are other thesauri for public administration that can also be consulted.[10]

13. In order to compile a list of the most commonly used terms in governance and public administration in the United Nations, the Secretariat, through the Communications and Information Management Service of the Department of

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[8] The Section provides reference and terminology services for authors, drafters, editors, interpreters, translators and verbatim reporters. It develops terminology databases that are available to users within the United Nations system and to the general public (also see: http://www.un.org/Depts/DGACM/functions_ted.html).

[9] A thesaurus is a highly structured list of expressions intended to represent the conceptual content of documents. It consists of preferred terms; non-preferred terms and semantic relationships.

[10] United Nations Interregional Crime and Justice Research Institute: http://www.unicri.it/wwk/documentation/thesaurus.php?nm_=public+administration&submit=SEARCH
International Labour Organization: http://www.ilo.org/public/libdoc/ILO-Thesaurus/english/tr161.htm
United Nations Educational, Scientific and Cultural Organization: http://databases.unesco.org/thesaurus/wwwi32.exe/[in=affiche.in]/
World Bank: http://www.multites.com/cgi-bin/mtw.exe?k=U39NZLWB&l=60&linkType=term&w=2676&n=1&s=5&t=2

Economic and Social Affairs, provided information technology support and guidance in checking the list prepared by the working group against most commonly used words in the field of governance and public administration in official United Nations documents.

14. To facilitate a comprehensive search of terms within significant United Nations official documents related to public administration, the Secretariat searched the Official Document System of the United Nations[11] (ODS) for a subset of the most representative United Nations resolutions on public administration, reports of the Secretary-General on Public Administration, as well as reports and background papers of the Committee of Experts in Public Administration. On the basis of this documentation, the Communications and Information Management Service extrapolated the frequency of use of the terms proposed by the working group. Electronic versions of the documents were converted to text and n-grams[12] of sizes 1 to 4 were calculated. Then, the terms from the original proposed list (E/C.16/2007/4) were normalized and matched against the resulting n-grams lists. The matching terms with their total occurrence counts were extracted. The ranking of the frequency of use is contained in a list hereby attached in annex I.

15. The Secretariat also conducted full-text searches in the Official Document System for each of the terms in the proposed list of the working group, thereby verifying how many United Nations documents contain each word or phrase (see annex II).

16. A search of the frequency of the words used in all official documents in the United Nations was conducted using the Translation Services document search interface (see annex III). A list of proposed terms for the glossary was prepared by combining any word in annex III, that appears more than 100 times, plus any word in annex II that appears in more than 100 documents and any word in annex I which appears more than 50 times (see annex IV). The members of the Committee may decide to restrict the number of terms for the glossary by changing the parameters used in combining the three lists (e.g., any word that appears more than 50 times, etc.).

IV. Proposed working modalities for the finalization of the glossary of basic terms in governance and public administration

17. The Chair of the working group on terminology suggested that if each member of the Committee would elaborate three or four terms, quite a number of terms could be ready for review and decision by the next session of the Committee. The present

[11] The Official Document System of the United Nations is a full-text retrieval system for United Nations documents and official records, and it offers two main search areas: "United Nations Documents" and "resolutions". The "United Nations documents" area gives access to the formally published parliamentary documents of the United Nations (i.e., with masthead denoting the name of the body and document symbol) in all six official languages (Arabic, Chinese, English, French, Russian and Spanish).

[12] An n-gram is a sub-sequence of n-items from a given sequence, such as adjacent words in a sentence; n-grams are used in various areas of statistical natural language processing.

task could be completed even before the mandate of the Committee expires in 2009.[13]

18. To facilitate coordination and ongoing discussion among the Committee members working on selected definitions, the Secretariat could make available an online forum hosted on the United Nations Online Network in Public Administration and Finance where each member could post his or her definitions and exchange feedback with the other members between sessions.

V. Preliminary framework from which standard definitions can be derived: a few terms for discussion

19. In order to support the Committee in its discussions on how to arrive at specific definitions of terms, the Secretariat has compiled a few definitions for selected terms in governance and public administration, taking advantage of the information gathered from the various United Nations databases. The purpose of these definitions is to provide a basis from which the members of the Committee can elaborate and concisely formulate a standard definition of the selected terms for the glossary, and to provide some suggestions on how the United Nations online databases[14] can be used in this endeavour. The terms and related definitions are included in annex V.

20. In compiling the definitions for each term, the Secretariat searched for various definitions of the same term from multiple, internationally recognized sources. The list of definitions is by no means exhaustive, nor does it necessarily contain the most significant or authoritative definitions.

21. The terms selected are widely used in the United Nations, yet are subject to various interpretations. They include: e-government, globalization and governance. For each term, a definition used in a major United Nations publication, as well as the translation of each term into the six United Nations official languages have been added when possible (the latter with a view to the possible future translation of the glossary into additional languages, in particular).

22. The ambitious task of developing a systematic glossary, even if open and a work in progress, cannot be achieved by a limited number of people working on a part-time basis. The Committee needs to decide whether the working group should be entrusted with the task of developing each definition or should review preliminary work done by the Secretariat.

23. In this respect, the following steps could be taken:

(a) The number of terms for inclusion in the glossary could be selected based on the two lists provided in annex IV to the present paper;

(b) A list of authoritative definitions for each term could be compiled through Internet searches and searches of other available reference material;

(c) The glossary for each term definition could then be elaborated by deciding:

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[13] *Official Records of the Economic and Social Council, 2007, Supplement No. 24* (E/2007/44), chap. III, para. 35.

[14] All online United Nations databases mentioned are accessible to the public at: http://www.un.org/documents/ and other websites previously indicated.

(i) To choose one of the existing definitions;

(ii) To combine elements from existing definitions;

(iii) To produce a new definition;

(d) The United Nations thesaurus could be consulted for the related terms (see para. 13) and UNTERM (see para. 12) could also be consulted;

(e) The proposed online forum for the working group on terminology could be used to share information and reach a consensus on the various definitions. Threads could be created for each term in order to post related comments or suggestions on changes to be made.

Annex I

Frequency of use (in descending order) of selected terms[a] in a subset of United Nations official documents[b] representative of the field of governance and public administration

Term	*Frequency of use*
public administration	1 571
governance	1 015
public sector	724
innovation/s	443
public service	376
civil society	283
developing countries	247
governance and public administration	224
human resources	180
transparency	163
e-government	153
good governance	144
decentralization	129
democracy	104
sustainable development	76
public management	74
globalization	73
reinventing government	70
ethics	70
public services	69
rule of law	54
best practices	47
citizen participation	43
diversity	42
sustainability	36
public policy	34
regulations	33
empowerment	33
human capital	30
new public management	27
public administrations	23
local governance	22

[a] The terms have been taken from the preliminary list of the working group on terminology.
[b] See para. 15.

Term	*Frequency of use*
information society	22
restructuring	21
e-governance	20
non-governmental organizations	18
public sector reform	16
competitiveness	16
policy analysis	15
regulation	12
learning organization	12
civil service reform	11
property rights	10
best practice	9
performance management	8
global governance	8
digital divide	8
centralization	8
gender equality	7
competency	7
change management	7
e-government readiness	6
corporate governance	6
subsidiarity	5
public sectors	5
performance measurement	5
mobile government	5
management reform	5
learning organizations	5
knowledge-based society	5
discrimination	5
public policymaking	4
policy implementation	4
personnel management	4
e-democracy	4
deregulation	4
benchmarking	4
administrative reform	4
welfare state	3
public service reforms	3
public service reform	3
public sector reforms	3

Term	*Frequency of use*
public integrity	3
policy formation	3
performance indicators	3
management reforms	3
g-governance	3
administrative reforms	3

Annex II

List of the number of documents in the Official Document System that contain each of the terms in the proposed list of the Committee of Experts on Public Administration working group on terminology, in descending order of frequency

Term	*Number of documents*
accountability	1 000[a]
administrative (public law)	1 000
affirmative action	1 000
arbitration	1 000
best practice	1 000
civil service	1 000
civil society	1 000
competitiveness	1 000
conflict resolution	1 000
decentralization	1 000
democracy	1 000
deregulation	1 000
developing countries	1 000
digital divide	1 000
discrimination	1 000
diversity	1 000
economic exploitation	1 000
ecosystem	1 000
empowerment	1 000
entitlement	1 000
ethics	1 000
gender	1 000
gender equality	1 000
globalization	1 000
good governance	1 000
governance	1 000
human capital	1 000
human resources development	1 000
human resources management	1 000
impasse	1 000
inflation and deflation	1 000
information society	1 000
innovation/s	1 000
intellectual property rights	1 000

Term	*Number of documents*
international financial system	1 000
non-governmental organizations	1 000
participation	1 000
policy evaluation	1 000
property rights	1 000
public administration	1 000
public body	1 000
public policy	1 000
public relations	1 000
public sector	1 000
public service	1 000
regulation	1 000
restructuring	1 000
right to work	1 000
rule of law	1 000
sexual harassment	1 000
sustainability	1 000
sustainable development	1 000
transparency	1 000
competency	981
downsizing	933
devolution	932
management reform	855
policy implementation	835
benchmarking	826
personnel management	805
local governance	720
corporate governance	707
mentoring	687
competition law	678
performance management	668
public-private partnership	667
global governance	638
multiculturalism	581
administrative reform	570
centralization	460
change management	458
citizen participation	439
public management	429
subsidiarity	428

Term	*Number of documents*
lifelong learning	404
electronic government	403
performance measurement	341
non-profit organization	294
civil service reform	291
public sector reform	276
fiscal deficit	269
regulatory reform	236
welfare state	229
federalism	213
electronic governance (e-governance)	190
governance and public administration	184
performance indicator	163
gender budgeting	162
local autonomy	154
government reform	149
administrative decentralization	147
public service delivery	126
global competitiveness	115
knowledge-based society	103
reinventing government	101
public enterprise or corporation	100
structural unemployment	100
executive agency	98
gender budget	94
competency assessment	87
policy analysis	86
learning organization	84
regional governance	83
diseconomies	69
public service reform	66
re-engineering	65
State-owned enterprise	65
new governance	64
public-private sector partnerships	51
progressive taxation	44
political decentralization	45
intergovernmental relations	44
responsive governance	39
competency framework	34

Term	*Number of documents*
black economy	32
new public management	32
external economies	30
financial decentralization	29
international financial relations	29
diversity management	26
governance (administrative)	21
performance-related pay	21
public values	20
trade discrimination	20
virtual State	20
knowledge divide	18
wage subsidy	17
public integrity	16
mercantilism	15
performance agreement	14
e-government readiness	13
strategic human resources management	11
co-governance	10
public union	10
quango or non-departmental public body	8
mobile government	6
keynesianism	4
balanced score card	3
competitive government	2
logrolling	2
managerialism	2
policy marketing	2
political marketing	2
agencification	1
agenda setting and policy formation	1
capture theory	1
outcomes-oriented budgeting	1
performance charter/pledge	1
public customer relationship management	1
public virtue	1
result-oriented/driven government	1

[a] The entry "1,000" denotes "over 1,000 entries". When documents are searched in ODS, the maximum number of responses provided is 1,000. The terms "accountability" and "public service delivery" have been added to the list owing to their frequency.

Annex III

Frequency (total number of times) each term appears in all United Nations documents (searched through Translation Services document search interface)

	Global	
Term	*Total frequency*	*Percentage*
developing countries	118 676	12.33
gender	110 921	11.52
discrimination	74 038	7.69
sustainable development	67 290	6.99
regulation	66 548	6.91
non-governmental organizations	53 963	5.61
civil society	42 995	4.47
governance	35 037	3.64
federalism	34 635	3.60
human resources	31 861	3.31
gender equality	28 913	3.00
democracy	23 865	2.48
globalization	21 138	2.20
rule of law	19 088	1.98
transparency	18 408	1.91
diversity	15 589	1.62
best practice	12 241	1.27
empowerment	10 704	1.11
competitiveness	9 072	0.94
public administration	9 010	0.94
sustainability	8 926	0.93
good governance	8 636	0.90
restructuring	8 118	0.84
ecosystem	7 627	0.79
public sector	6 894	0.72
inflation	6 842	0.71
entitlement	6 721	0.70
benchmarking	6 079	0.63
public service	6 064	0.63
innovation	5 846	0.61
decentralization	5 562	0.58
arbitration	5 244	0.54
competency	5 113	0.53
information society	4 769	0.50

Term	Global	
	Total frequency	*Percentage*
international relations	4 570	0.47
managerialism	4 120	0.43
public policy	3 964	0.41
ethics	3 832	0.40
sexual harassment	3 435	0.36
conflict resolution	3 320	0.34
property rights	3 312	0.34
digital divide	2 318	0.24
right to work	2 098	0.22
policy analysis	1 737	0.18
management reform	1 705	0.18
affirmative action	1 673	0.17
downsizing	1 668	0.17
public-private partnership	1 559	0.16
performance management	1 490	0.15
impasse	1 368	0.14
performance indicator	1 364	0.14
mentoring	1 361	0.14
multiculturalism	1 312	0.14
international system	1 265	0.13
local governance	1 249	0.13
human capital	1 100	0.11
personnel management	1 091	0.11
e-government	803	0.08
change management	720	0.07
non-profit organization	709	0.07
administrative law	701	0.07
devolution	693	0.07
global governance	669	0.07
corporate governance	595	0.06
public relations	588	0.06
governance and public administration	521	0.05
policy implementation	488	0.05
citizen participation	466	0.05
performance measurement	466	0.05
administrative reform	454	0.05
public body	444	0.05
economic exploitation	425	0.04
deregulation	385	0.04

	Global	
Term	*Total frequency*	*Percentage*
gender budget	369	0.04
gender budgeting	369	0.04
public management	351	0.04
e-governance	280	0.03
lifelong learning	273	0.03
fiscal deficit	268	0.03
public sector reform	267	0.03
public enterprise	233	0.02
reinventing government	231	0.02
civil service reform	218	0.02
competition law	218	0.02
subsidiarity	204	0.02
performance pay	201	0.02
centralization	199	0.02
competency assessment	198	0.02
deflation	178	0.02
State-owned enterprise	174	0.02
government reform	158	0.02
regulatory reform	142	0.01
competency framework	126	0.01
welfare state	118	0.01
knowledge-based society	111	0.01
mercantilism	94	0.01
policy evaluation	91	0.01
public corporation	82	0.01
learning organization	79	0.01
executive agency	65	0.01
regional governance	64	0.01
global competitiveness	63	0.01
administrative decentralization	60	0.01
local autonomy	59	0.01
new public management	58	0.01
policy formation	55	0.01
performance agreement	42	0.00
public service reform	40	0.00
public-private sector partnerships	38	0.00
new governance	36	0.00
responsive governance	29	0.00
administrative governance	26	0.00

	Global	
Term	*Total frequency*	*Percentage*
agenda setting	24	0.00
electronic government	24	0.00
structural unemployment	23	0.00
knowledge divide	21	0.00
re-engineering	20	0.00
e-government readiness	19	0.00
political decentralization	19	0.00
progressive taxation	19	0.00
public values	19	0.00
wage subsidy	14	0.00
mobile government	13	0.00
public integrity	13	0.00
diversity management	13	0.00
financial decentralization	13	0.00
keynesianism	13	0.00
intergovernmental relations	12	0.00
co-governance	11	0.00
balanced score card	8	0.00
non-departmental public body	7	0.00
policy marketing	7	0.00
black economy	5	0.00
virtual state	5	0.00
external economies	3	0.00
performance charter	3	0.00
competitive government	2	0.00
public customer	2	0.00
logrolling	1	0.00
political marketing	1	0.00
public union	1	0.00
world competitiveness	1	0.00
Total	**962 674**	**100.00**

Annex IV

Proposed list for the glossary of most frequently used terms, compiled by combining any word in annex III that appears more than 100 times, plus any word in annex II that appears more than 100 times, plus any word in annex I that appears more than 50 times

administrative decentralization
administrative law
administrative reform
affirmative action
arbitration
benchmarking
best practices
centralization
change management
citizen participation
civil service reform
civil society
competency
competency assessment
competency framework
competition law
competitiveness
conflict resolution
corporate governance
decentralization
deflation
democracy
deregulation
developing countries
devolution
digital divide
discrimination
diversity
downsizing
economic exploitation
ecosystem

e-government
electronic governance (e-governance)
empowerment
entitlement
ethics
federalism
fiscal deficit
gender
gender budgeting
gender equality
global competitiveness
global governance
globalization
good governance
governance
governance and public administration
government reform
human capital
human resources
impasse
inflation
information society
innovation
international relations
international system
knowledge-based society
learning organization
lifelong learning
local autonomy
local governance
management reform
managerialism
mentoring
multiculturalism
new public management
non-governmental organizations
non-profit organization
performance indicator

performance management
performance measurement
performance pay
personnel management
policy analysis
policy implementation
property rights
public administration
public body
public enterprise
public management
public policy
public relations
public sector
public sector reform
public service
public service delivery
public-private partnership
regulations
regulatory reform
reinventing government
restructuring
right to work
rule of law
sexual harassment
State-owned enterprise
structural unemployment
sustainability
sustainable development
transparency
welfare state

Annex V

Definitions of selected terms in governance and public administration taken from UNTERM database and UNBIS thesaurus (globalization, governance and e-government)

Globalization

Language	*Term*[a]	*Related term*[b]
English	Globalization	Interdependence International relations Internationalism International competition International Division of Labour Digital Divide
French	1. mondialisation; 2. globalisation	
Spanish	mundialización (Naciones Unidas), globalización (el resto del Universo)	
Russian	глобализация	
Chinese	全球化	
Arabic	عولمة	

[a] *Source*: UNTERM database.
[b] *Source*: UNBIS thesaurus.

1. Globalization is increased global integration and interdependence. It has a multidimensional character: economic, political, social and cultural. It is characterized by unprecedentedly rapid flows of goods and services: private capital; circulation of ideas and tendencies; and the emergence of new social and political movements (Division for Public Administration and Development Management, Department of Economic and Social Affairs, *World Public Sector Report 2001* (New York, 2001)).

2. The process through which an increasingly free flow of ideas, people, goods, services and capital leads to the integration of economies and societies. Major factors in the spread of globalization have been increased trade liberalization and advances in communication technology (IMF Glossary, http://www.imf.org/external/np/exr/glossary/, accessed 2007).

3. Globalization describes the growth in international exchange and interdependence. With growing flows of trade and capital investment, there is the possibility of moving beyond an international economy (where "the principle entities are national economies") to a "stronger" version — the globalized economy in which "distinct national economies are subsumed and rearticulated into the system by international processes and transactions" (Hirst and Peters (1996), as quoted in Jan Aart Scholte, *Globalization: A Critical Introduction* (London: Palgrave, 2000)).

4. Globalization can be defined as universalization. In this use, "global" is used in the sense of being "worldwide" and "globalization" is "the process of spreading various objects and experiences to people at all corners of the earth". A classic example of this would be the spread of computing, television etc. (World Bank, *World Development Report 1998/99: Knowledge for Development*, Washington, D.C., 9 August 1999, http://www.worldbank.org/wdr/wdr98/contents.htm).

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Governance

Language	*Term*[a]	*Related term*[b]
English	governance	Accountability Civil Society Community participation Corporate governance E-Government Leadership Political participation Popular participation Public administration Security sector reform
French	gouvernance	
Spanish	gestión de los asuntos públicos; ejercicio del poder; política de buen gobierno; gobernabilidad, gobernanza	
Russian	администрация; управление; руководство; власть	
Chinese	施政	
Arabic	قرادإلا ؛ةمكحلا	

[a] *Source*: UNTERM database.
[b] *Source*: UNBIS thesaurus.

1. The exercise of political, economic and administrative authority in the management of a country's affairs at all levels. Governance is a neutral concept referring to the complex mechanisms, processes, relationships and institutions through which citizens and groups articulate their interests, exercise their rights and obligations and mediate their differences (UNTERM Terminology Database: http://unterm.un.org/dgaacs/unterm.nsf/WebView/1E924C9A8ACF0DA0852569FD000682BA?OpenDocument, originally from the United Nations Development Programme).

2. "Traditions and institutions by which authority in a country is exercised for the common good. This includes (i) the process by which those in authority are selected, monitored and replaced, (ii) the capacity of the government to effectively manage its resources and implement sound policies, and (iii) the respect of citizens and the

state for the institutions that govern economic and social interactions among them" (World Bank, http://go.worldbank.org/MKOGR258V0, accessed 2007).

3. Simply put, "governance" means: the process of decision-making and the process by which decisions are or are not implemented. Since governance is the process of decision-making and the process by which decisions are implemented, an analysis of governance focuses on the formal and informal actors involved in decision-making and implementing the decisions made and the formal and informal structures that have been set in place to arrive at and implement the decision (Economic and Social Commission for Asia and the Pacific, Poverty and Development Division, http://www.unescap.org/pdd/prs/ProjectActivities/Ongoing/gg/governance.asp).

4. Governance is the process whereby public institutions conduct public affairs, manage public resources and guarantee the realization of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption, and with due regard for the rule of law. The true test of "good" governance is the degree to which it delivers on the promise of human rights: civil, cultural, economic, political and social rights (Human Rights in Development, Office of the United Nations High Commissioner for Human Rights, http://www.unhchr.ch/development/governance-01.html).

5. The debate on governance concerns all the rules, procedures and practices affecting how powers are exercised within the European Union (European Union, White Commission; http://europa.eu/scadplus/glossary/governance_en.htm accessed 2007).[a]

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E-government

Language	*Term*[a]	*Related term*[b]
English	e-government; electronic governance	Public administration; Governance
French	1. cybergouvernement [générique]; 2. administration en ligne [spécifique]	
Spanish	gobierno electrónico	
Russian	электронное управление	
Chinese	电子政务	
Arabic	الحكومة الإلكترونية؛ الحكومة الرقمية	

[a] *Source*: UNTERM database.
[b] *Source*: UNBIS thesaurus.

[a] The European Union website has a glossary which can be accessed at: http://europa.eu/scadplus/glossary/governance_en.htm.

1. E-government is the application of information and communications technology within the public administration to optimize its internal and external functions (Division for Public Administration and Development Management and Department of Economic and Social Affairs, *World Public Sector Report 2003: E-Government at the Crossroads* (United Nations publication, Sales No. E.03.II.H.3)).

2. E-government — the use of information and communications technologies and particularly the Internet, as tools to achieve better government (Organization for Economic Cooperation and Development, http://webdomino1.oecd.org/COMNET/PUM/egovproweb.nsf/viewHtml/index/$FILE/glossary.htm).

3. "E-government" refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of Government (World Bank, http://web.worldbank.org).

4. E-government is defined as the use of information and communication technology in public administrations combined with organizational change and new skills in order to improve public services and democratic processes and strengthen support to public policies (European Union, http://ec.europa.eu/information_society/activities/egovernment_research/about_us/index_en.htm).

5. E-government is about a process of reform in the way Governments work, share information and deliver services to external and internal clients. Specifically, e-government harnesses information technologies, such as Wide Area Networks, the Internet and mobile computing) to transform relations with citizens, businesses and other arms of Government (Subhash Bhatnagar, *E-Government: From Vision to Implementation: A Practical Guide with Case Studies* (New Delhi, 2004)).